



**NC Department of Health and Human Services**  
**Department of Mental Health, Developmental**  
**Disabilities and Substance Abuse**

**Help Line Statistical Report**  
**July 1, 2008 to June 30, 2009**



Services Provided by Bensinger, DuPont & Associates

# North Carolina Problem Gambling Help Line Statistics

## July 1, 2008 to June 30, 2009

Services provided by Bensinger, DuPont & Associates

---

### Total Number of Calls 7132

Total Number of Problem Gambling Referral Line Specific Calls	576
Total Number Calls Received Other Than Referral Line Assistance	6556

### Calls By Shift

First Shift (11:00pm-8:00am)	71	12.3%
Second Shift (8:00am-5:00pm)	348	60.4%
Third Shift (5:00pm-11:00pm)	157	27.3%

### Caller Type

Problem Gambler	429	74.5%
Person Affected by Problem Gambler	147	25.5%

### Relationship to Problem Gambler

Spouse	41	27.9%
Significant Other	15	10.2%
Parent	10	6.8%
Child	17	11.6%
Sibling	19	12.9%
Other	45	30.6%

### Caller Referral Source

TV Ad	36	6.3%
Radio Ad	20	3.5%
Newspaper Ad	4	0.7%
Relative/Friend	47	8.2%
Internet	64	11.1%
Lottery Ticket/Scratch Card	260	45.1%
Indian Casino	11	1.9%
Billboard	6	1.0%
Support Group	2	0.3%
Phone Book/Yellow Pages/Operator	64	11.1%
NC Problem Gambling Website	3	0.5%
Other	59	10.2%

### Caller Gender

Female	273	47.4%
Male	303	52.6%

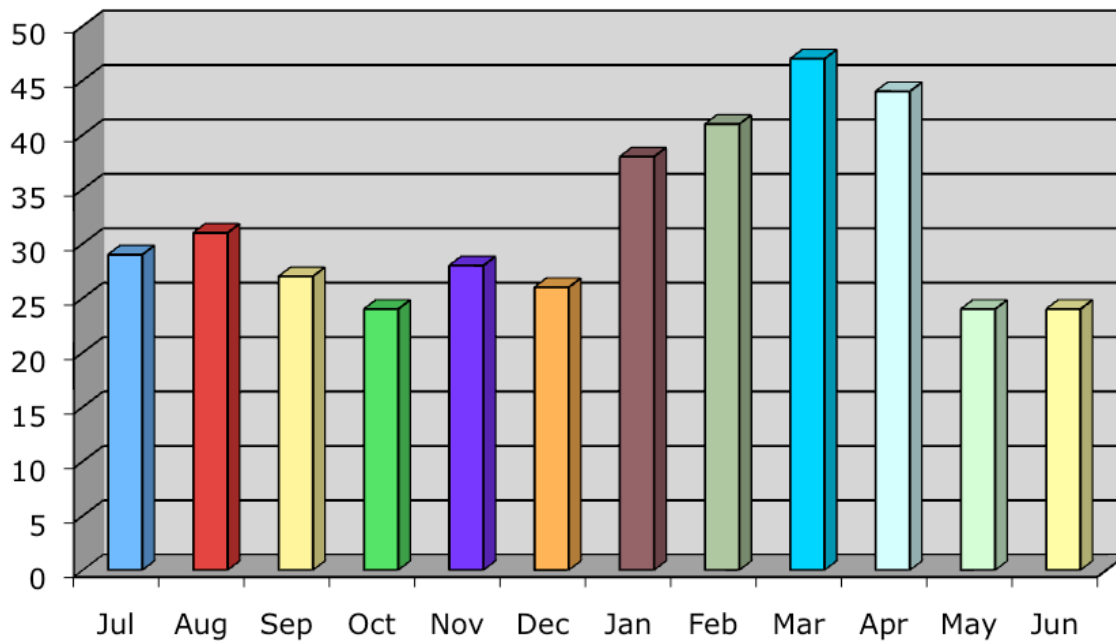
### Caller Ethnicity

African-American	207	35.9%
Caucasian	341	59.2%
Hispanic	10	1.7%
Asian-American	4	0.7%
Native-American	3	0.5%
Other Ethnicity	11	1.9%

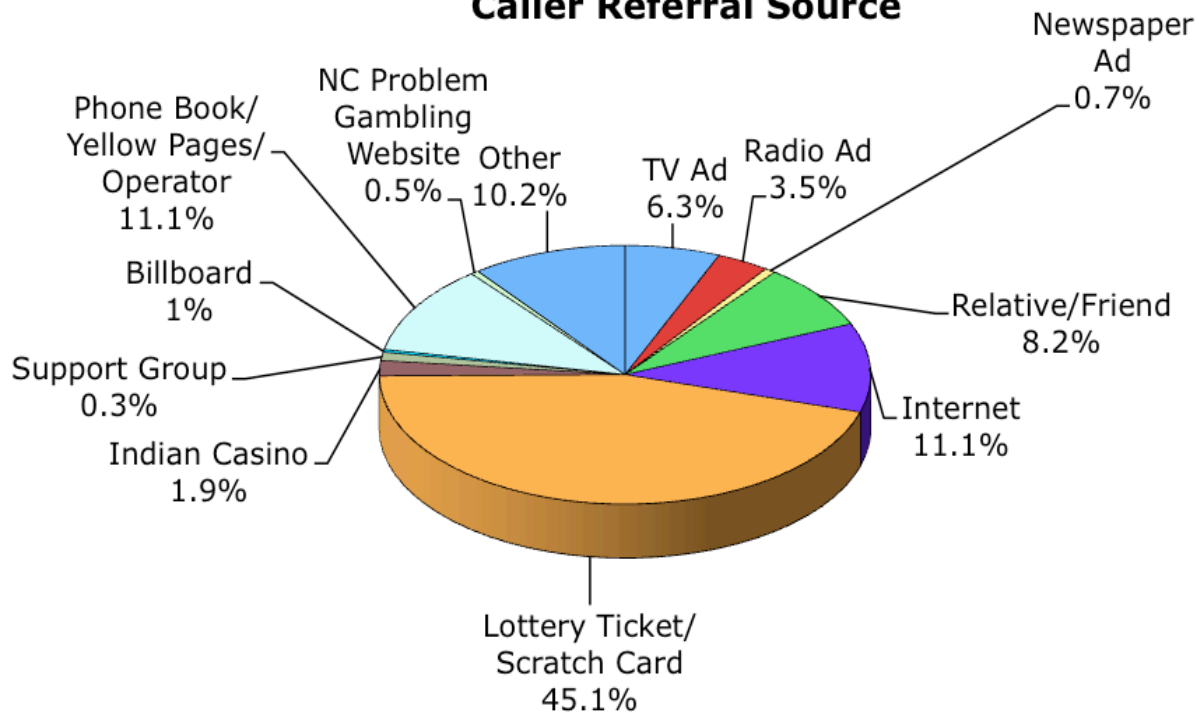
**North Carolina Problem Gambling Help Line Statistics**  
**July 1, 2008 to June 30, 2009**

---

**Total Number of Calls per Month**



**Caller Referral Source**



## North Carolina Problem Gambling Referral Line Statistics

July 1, 2008 to June 30, 2009

---

### Estimated Household Debt Related to Gambling

None	105	18.2%
Under \$1,000	49	8.5%
\$1,000 to \$4,999	73	12.7%
\$5,000 to \$9,999	48	8.3%
\$10,000 to \$19,999	52	9.0%
\$20,000 to \$49,999	47	8.2%
\$50,000 to \$99,999	15	2.6%
\$100,000 to \$249,999	6	1.0%
Over \$250,000	1	0.2%
Unknown	180	31.3%

### Total Number of Gambler Callers

**429**

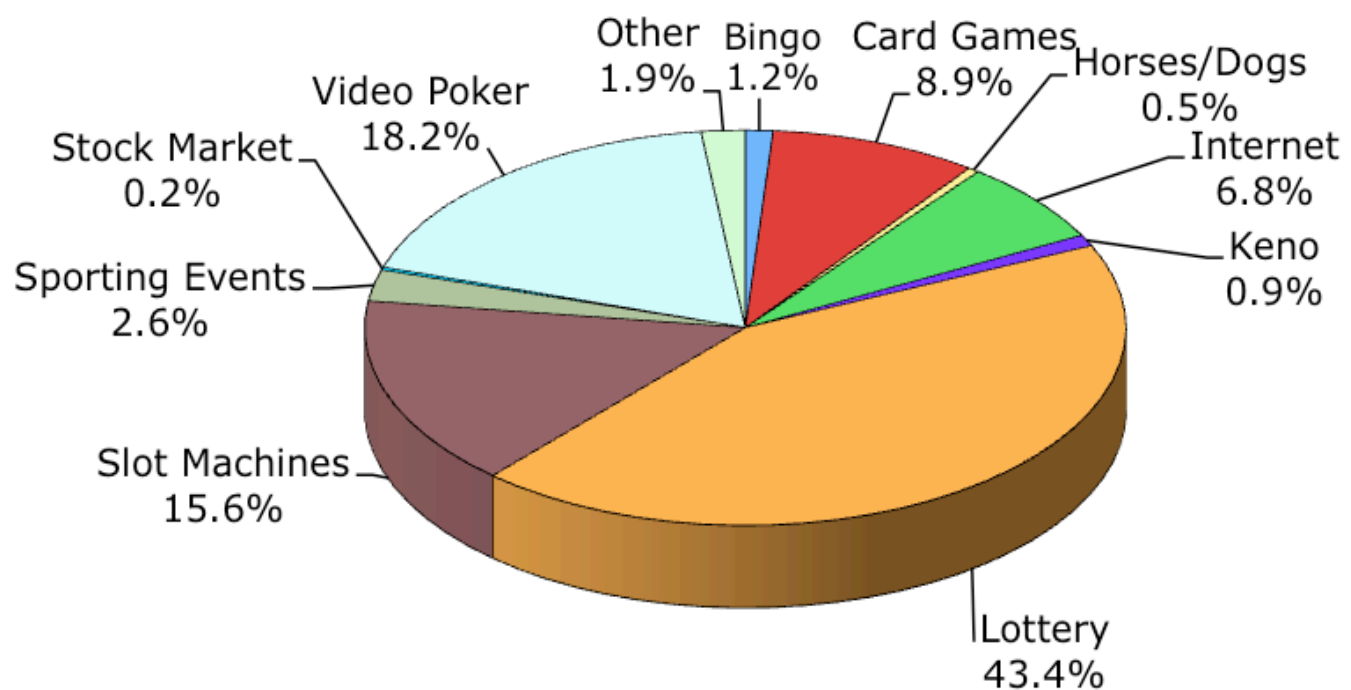
### Primary Problem Gambling Activities (Reported by Gambler)

Bingo	5	1.2%
Card Games	38	8.9%
Horses/Dogs	2	0.5%
Internet	29	6.8%
Keno	4	0.9%
Lottery	186	43.4%
Slot Machines	67	15.6%
Sporting Events	11	2.6%
Stock Market	1	0.2%
Video Poker	78	18.2%
Other	8	1.9%

### Secondary Problem Gambling Activities (Multiples Reported by Gambler)

Bingo	18
Card Games	27
Horses/Dogs	4
Internet	11
Keno	1
Lottery	78
Slot Machines	22
Sporting Events	15
Stock Market	0
Video Poker	21
Other	0

### **Primary Problem Gambling Activities**



## North Carolina Problem Gambling Referral Line Statistics (Gambler Data)

July 1, 2008 to June 30, 2009

---

### Age First Gambled

Under 10	12	2.8%
Age 10-17	51	11.9%
Age 18-24	108	25.2%
Age 25-34	84	19.6%
Age 35-44	53	12.4%
Age 45-54	51	11.9%
Age 55-64	10	2.3%
Age 65 and over	2	0.5%
Unknown	58	13.5%

### Length of Gambling Problem

1 year or less	94	21.9%
2 years	51	11.9%
3 years	40	9.3%
4 years	21	4.9%
5 years	34	7.9%
6-10 years	69	16.1%
11-15 years	21	4.9%
Over 15 years	44	10.3%
Unknown	55	12.8%

### Emotional Problems

*(Multiple answers)*

Depression	187
Suicide	16
None	176
Unknown	47

### Relationship Problems

*(Multiple answers)*

Family or Spousal Conflict	162
Job Problems/Loss of Job	46
None	178
Unknown	41

### Other Current Dependencies

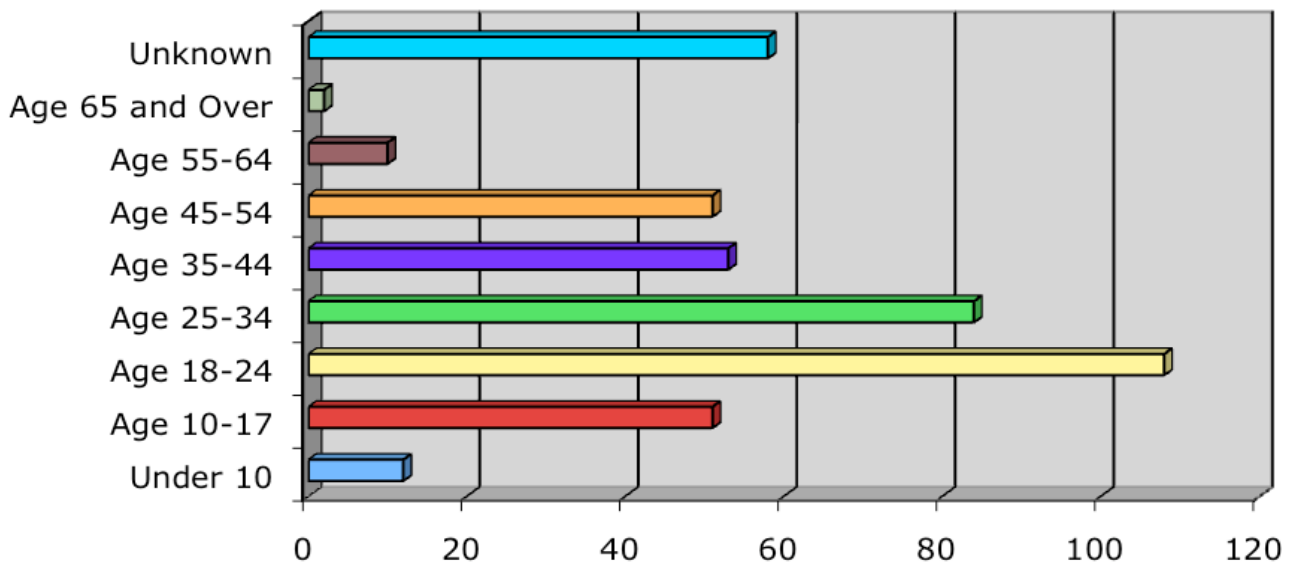
*(Multiple answers)*

Alcohol	52
Drug	25
None	294
Unknown	43

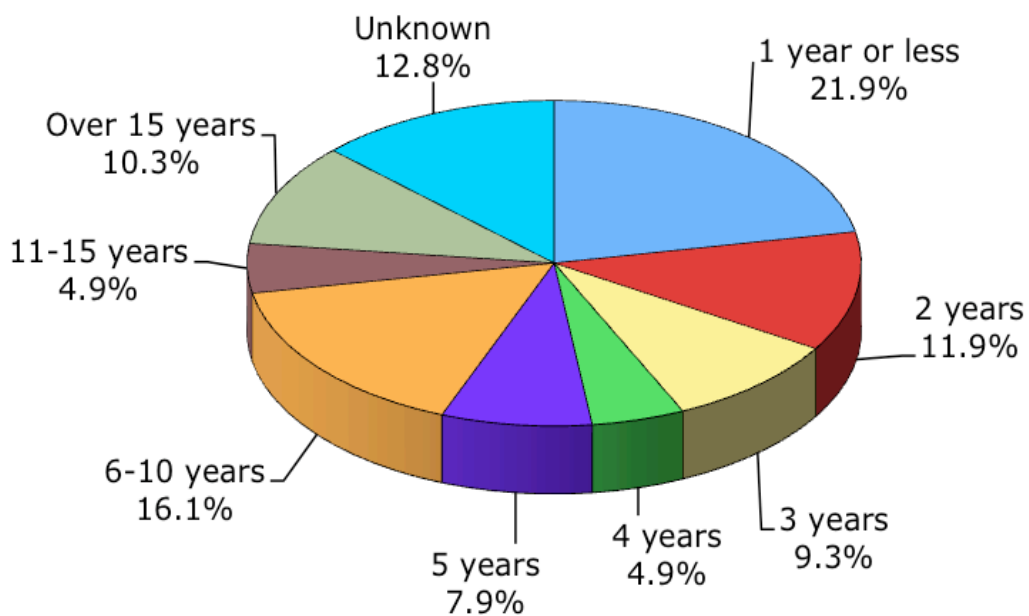
## North Carolina Problem Gambling Help Line Statistics

July 1, 2008 to June 30, 2009

### Age First Gambled



### Length of Gambling Problem



## North Carolina Problem Gambling Referral Line Statistics (Gambler Data) July 1, 2008 to June 30, 2009

---

### Financial Problems *(Multiple answers)*

Credit Card Debt	141
Borrowing from Family/Friends	177
Paying Household Bills	199
Using Equity or Savings	59
Written Bad Checks	41
Embezzlement	7
Stealing	13

### Harm Status

Considered Suicide	50	11.7%
Suicide Planned	4	0.9%
Attempted Suicide	8	1.9%
No Suicidal Ideation/Plan/Attempt	367	85.5%

### Past Treatment Experience

Professional Gambling TX	7	1.6%
Mental Health Treatment	79	18.4%
Gamblers Anonymous	10	2.3%
Self-Ban Program	1	0.2%
Past Substance Abuse TX	38	8.9%
None	294	68.5%

### Current Treatment Experience

Professional Gambling TX	1	0.2%
Mental Health Treatment	49	11.4%
Gamblers Anonymous	6	1.4%
Self-Ban Program	2	0.5%
Current Substance Abuse TX	9	2.1%
None	362	84.4%

### Sources of Assistance for Caller *(Multiple Referrals possible)*

State Funded Treatment	339
GA	305
GamAnon	88
LME/Crisis Services	13
Did Not Want Referral	108



**North Carolina Problem Gambling Referral Line Statistics (Gambler Data)**  
**July 1, 2008 to June 30, 2009**

**State Diagnosis Questions (Data effective 9-8-2008)**

	Yes	No	Don't Know	Refused to answer
Tried to cut down gambling?	267	26	49	14
Lies about gambling?	252	42	51	11
Two weeks thinking about future gambling?	253	28	61	14

**North Carolina Problem Gambling Referral Line Statistics**  
**July 1, 2008 to June 30, 2009**

---

Caller County	
ALAMANCE	8
ALEXANDER	1
ALLEGHANY	1
ANSON	2
AVERY	1
BEAUFORT	1
BERTIE	1
BLADEN	3
BRUNSWICK	9
BUNCOMBE	16
BURKE	4
CABARRUS	8
CALDWELL	1
CARTERET	5
CATAWBA	6
CHEROKEE	1
CLEVELAND	9
COLUMBUS	3
CRAVEN	10
CUMBERLAND	20
DAVIDSON	5
DAVIE	2
Duplin	3
DURHAM	11
EDGECOMBE	8
FORSYTH	40
FRANKLIN	2
GASTON	14
GRAHAM	1
GREENE	2
GUILFORD	27
HALIFAX	8
HARNETT	2
HAYWOOD	1
HENDERSON	4
HOKE	3
IREDELL	8

**North Carolina Problem Gambling Referral Line Statistics**  
**July 1, 2008 to June 30, 2009**

---

Caller County	
JACKSON	3
JOHNSTON	1
LEE	9
LENOIR	6
LINCOLN	5
MACON	1
MARTIN	3
MECKLENBURG	50
MONTGOMERY	1
MOORE	3
NASH	16
NEW HANOVER	27
NORTHAMPTON	2
ONSLow	11
PAMLICO	1
PASQUOTANK	3
PITT	14
RANDOLPH	7
RICHMOND	2
ROBESON	8
ROCKINGHAM	4
ROWAN	7
RUTHERFORD	2
SAMPSON	5
SCOTLAND	4
STANLY	3
STOKES	2
SURRY	9
TRANSYLVANIA	1
UNION	13
UNKNOWN	40
VANCE	3
WAKE	34
WARREN	1
WAYNE	15
WILSON	5
YADKIN	3

**North Carolina Problem Gambling Referral Line Statistics**  
**July 1, 2008 to June 30, 2009**

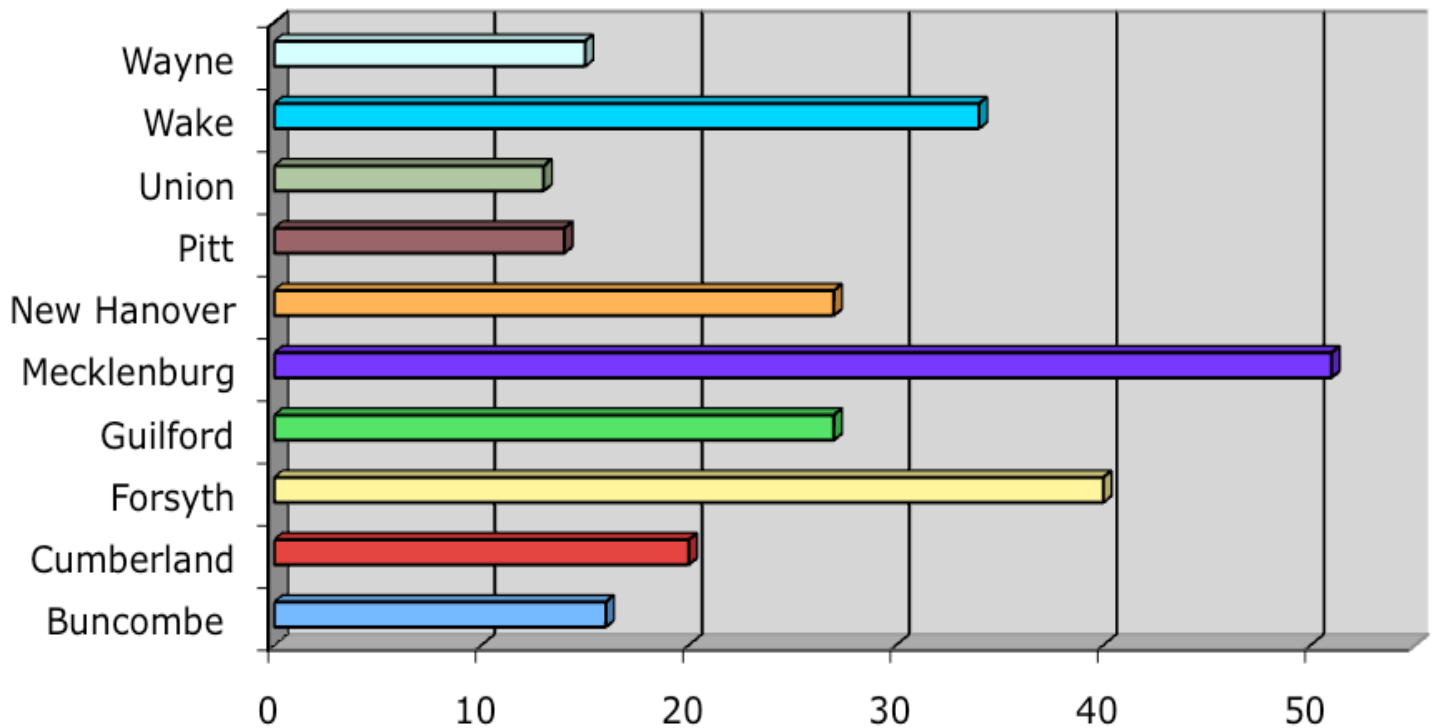
---

**Caller County**

YANCEY

1

### Top 10 Caller Counties



# North Carolina Problem Gambling Help Line Statistics

July 1, 2008 to June 30, 2009

## Quality Assurance Report

Total Number of July 1, 2008 to June 30, 2009 Intakes 576

### Quality Assurance

Total Number of Quality Assurance Survey Attempts	277*
Percentage of Total Number of Intakes/Attempts (n=576)	48%
Total Number of Quality Assurance Surveys Completed	57
Percentage of Total Number of Intakes/Survey Completions (n=576)	10%
Percentage of Total Number of Survey Attempts/Completions (n=277)	21%

### Survey Respondents

Problem Gambler	50	88%
Person Affected by Problem Gambler	7	12%
Total	57	

### Survey Questions

	YES	NO
Were you able to speak to a Helpline counselor immediately?	57 (100%)	0 (0%)
Did you think the Helpline counselor was understanding?	57 (100%)	(0%)
Did you receive a referral to GA or GamAnon?	32 (56%)	25 (44%)
If yes, did you attend the GA or GamAnon meeting? (n=32)	1 (3%)	31 (97%)
Did you receive a referral to a counselor/mental health agency?	56 (98%)	1 (2%)
If yes, did you make an appointment with a counselor/agency? (n=56)	38 (68%)	18 (32%)
Did you meet with a counselor about the problem? (n=38)	35 (92%)	3 (8%)
Do you think that calling the 800# helped you to recognize the extent of your/someone else's gambling problem?	56 (98%)	1 (2%)
If you called re: your own gambling problem, are you still gambling? (n=50)	16 (32%)	34 (68%)
Would you recommend the 800# to someone with a gambling problem?	56 (98%)	1 (2%)

\* Figure based on number of Helpline callers willing to disclose contact information for follow up.

# North Carolina Problem Gambling Help Line Statistics

July 1, 2008 to June 30, 2009

## Quality Assurance Report

**Total Number of July 1, 2008 to June 30, 2009** 339  
**State Funded Tx Offered**

### Quality Assurance

Total Number of Quality Assurance Survey Attempts	276*
Percentage of Total Number of Intakes/Attempts (n=339)	81%
Total Number of Quality Assurance Surveys Completed	51
Percentage of Total Number of Intakes/Survey Completions (n=339)	15%
Percentage of Total Number of Survey Attempts/Completions (n=276)	18%

### Survey Respondents

Problem Gambler	46	90%
Person affected by Problem Gambler	5	10%
<b>Total</b>	<b>51</b>	

### Survey Questions

	YES	NO
Did the provider call you within one business day of your call to the helpline?	46 (91%)	5 (9%)
Did you meet (or have a phone session) with the provider within one week (7 business days) of your call to helpline?	32 (63%)	19 (37%)
During your initial session/visit, did the provider conduct a gambling assessment? n=32)	31 (97%)	1 (3%)
Did the provider provide additional support (i.e. books or written information that you could take home with you?	31 (97%)	1 (3%)
Was the provider's office setting comfortable & professional?	32 (100%)	0
Did you find your session(s) helpful?	32 (100%)	0
Would you recommend the provider to other helpline callers?	32 (100%)	0

\* Figure based on number of Helpline callers willing to disclose contact information for follow up.